

UNIVERSITI TEKNOLOGI MARA

**EVALUATION OF E-GOVERNMENT (PBT) PORTAL
BASED ON USABILITY DESIGN**

SITI NORBAYA BINTI AHMAD NAJIB

Report submitted in partial fulfillment of the requirements
for the degree of

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

January 2014

ABSTRACT

Government portal is one the media that will relate between the government and the citizen. But to make it ease of use to the citizen, the government needs to design the portal that will consist of point of view for the user. In this paper, the research will focus on the design that be implemented in *Pihak Berkuasa Tempatan* (PBT) portal and find out the issue that's been occurring during using the portal. To collect all the data, there are two methods that have been used, First is by conducting an interview by using one software called Morae which it capture all the movement and face impression during using the three portals. The other method is utilizing a checklist prepared by an expert to go over a certain partial. All the result of this method will be analyzed and discuss the output and the impact of the design to the citizen. The primary aim of this research paper is to identify the usability problem in PBT's Portal and the lack of a design issue. Besides that, evaluate the design factor in current portal and proposed a suitable guideline to the designer is the final result for this research. Even though this research has successfully met the objective, but for future work it will recommend to provide a prototype that consist all the result in finding and act as a guideline to the designer in the future.

ACKNOWLEDGEMENT

/ want to express my profound thanks and indebtedness to my supervisor Puan Mudiana Binti Mokhsin@Misron for her patient guidance, generous support and encouraging attitude during my thesis work. To my family who is the core reason of whatever good thing I have achieved in my life. Not forgotten to all my friends by given an opinion, discussion and argument during to complete this thesis.

Siti Norbaya Binti Ahmad Najib

TABLE OF CONTENTS

	Page
STUDENT'S DECLARATION	i
ABSTRACT	5
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vi
LIST OF FIGURES	vii
CHAPTER ONE : INTRODUCTION	
1.1 Introduction	1
1.2 Project Background	2
1.3 Problem Statement	2
1.4 Research Aim	3
1.5 Project Objective	3
1.6 Project Scope	4
1.7 Significant of The Project	4
CHAPTER TWO : LITERATURE REVIEW	
2.1 Introduction	5
2.2 What is Usability	5
2.3 e-Government in Malaysia	6
2.4 Malaysia Government Portal & Website Assessment	7
2.5 Usability for Portal/Website	12
2.6 Type of Usability Evaluation	13
2.7 Usability Principles to Design a Web Portal	14
2.8 Similar Research Study	16
CHAPTER THREE : RESEARCH METHODOLOGY	
3.1 Introduction	19
3.2 Research Approach	19
3.3 Interview	21

3.4	User Experience and Market Research Software	26
3.5	Checklist	26

CHAPTER FOUR: FINDING

4.1	Introduction	28
4.2	Participant Profile	28
4.3	Evaluation Parameters	29
4.3.1	Portal of Majlis Daerah Hulu Selangor (MDHS)	29
4.3.2	Portal of Majlis Daerah Kuala Selangor (MDKS)	31
4.3.3	Portal of Majlis Daerah Kuala Langat (MDKL)	32
4.3.4	Checklist Analysis	33
4.4	Conclusion	40

CHAPTER FIVE : DISCUSSION

5.1	Introduction	42
5.2	Usability & Design Issue in PBT's Portal	42
5.3	Best Practice in Web Design	45
5.4	Proposed Design Guideline	45

CHAPTER SIX: CONCLUSION

6.1	Introduction	52
6.2	Summary of Project	52
6.3	Strength and Weakness of Project	53
6.4	Recommendation of Future Work	54
6.5	Conclusion	54

REFERENCES

APPENDICES

Appendix A	: Recording Interview Video
Appendix B	: Sample Interview Question
Appendix C	: Sample Checklist
Appendix D	: MDeC Assessment Criteria 2012